

## Scrutiny Proposal

### Topic: Relationship between the Family Front Door and Partners

**Background to the issue**  
(what is it and why is it being considered for scrutiny)

The Family Front Door is the single way for members of the public or professionals to report a concern about a child or young person, or request additional help for a family.

Launched in July 2016, the FFD brings together functions that were previously provided by the Children's Social Care Access Centre, Early Help Hub and partner services such as Police and Health. The Family Front Door identifies and makes decisions around the levels of need for children and young people to ensure that we provide the right services and intervention to meet their needs at the right time. The Family Front Door aims to assess enquiries coming through to Children's Services in a timely way with partner agencies and provide information and advice to professionals, parents and carers and young people.

On 24 January 2017, Ofsted published their report entitled 'Inspection of services for children in need of help and protection, children looked after and care leavers; and Review of the effectiveness of the Local Safeguarding Children Board'. The overall judgement for Worcestershire was 'inadequate' and three of the subsequent Ofsted monitoring visits have had a specific focus on the Family Front Door service.

The Children and Families Overview and Scrutiny Panel identified as part of its work programming process that it would wish to look at how the relationship between the Family Front Door and Partners was working.

**Terms of reference**

To investigate how the Service is currently working, taking into account the relationship between the County Council and partners, and the progress made since the Ofsted Inspection and subsequent monitoring visits.

**Suitability for scrutiny.** Which of the following criteria does it meet?

<i>Is the issue a priority area for the Council?</i>	Yes	<i>Does it examine a poorly performing service?</i>	Yes
<i>Is it a key issue for local people?</i>	Yes	<i>Has it been prompted by new Government guidance or legislation?</i>	?
<i>Will the scrutiny have a clear impact on services?</i>	Yes	<i>Will it result in improvements to the way the Council operates?</i>	Yes

Are improvements for local people likely as a result?	Yes	
<b>Scope of scrutiny</b> (what issues will it cover and what won't it cover)	<p>To find out:</p> <ul style="list-style-type: none"> <li>• how the Service is currently working</li> <li>• how the role and function of existing partnerships work and investigate potential opportunities</li> <li>• how the Service is perceived and experienced by referrers, service users and professionals.</li> </ul> <p><i>N.B. O&amp;S has committed to ensure that the following are considered in all scrutiny reviews as appropriate</i></p> <ul style="list-style-type: none"> <li>• <i>equality and diversity issues</i></li> <li>• <i>commissioning</i></li> <li>• <i>localism</i></li> </ul>	
Advantages to conducting scrutiny & Indicators of success (ie how will you know a good scrutiny has been done?)	Ensuring that the County Council is fostering effective joined up partnership working.	
Has anyone else examined the issue?	Ofsted	
Any disadvantages or pitfalls to conducting this scrutiny?		
<b>INFORMATION NEEDS</b>		
Key Documents, Reports & Data required	Ofsted monitoring letters and documents	
Is an expert adviser needed?	Unsure	
Possible interviewees	<p>Cabinet Members with Responsibility for Adult Social Care, Children and Families and Health and Well-being  Directors of Adult and Children's Services.  Schools  Chairman and Board Manager of the Worcestershire Safeguarding Children's Board  Education Safeguarding Adviser  Young people  Social Workers  Worcestershire NHS Health and Care Trust  Clinical Commissioning Groups  West Mercia Police/Office of the Police and Crime Commissioner  District Council Housing Officers  Other Partnerships</p>	

Is this an issue that young people would be interested in? If so, ask Youth Cabinet for evidence.	Yes
Site Visits	As appropriate
Types of meeting/ consultation needed? (eg workshops/ focus groups/ public meetings/ questionnaires etc)	Task Group meetings and visits
Any meetings to be held outside of County Hall?	Possibly
Media & publicity needs?	Yes
<b>OUTLINE TIMETABLE</b>	
Proposal to OSPB	26 September 2018
Evidence Gathering	October 2018 – March 2019
Scrutiny Report to OSPB	June 2019
Scrutiny Report to Cabinet	July 2019